

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		10673118	
	Filing Date		2003-09-26	
	First Named Inventor	Flockhart		
	Art Unit	2195		
	Examiner Name	WAI, ERIC CHARLES		
	Attorney Docket Number	4366-106		

U.S. PATENTS

Examiner Initial*	Cite No	Patent Number	Kind Code ¹	Issue Date	Name of Patentee or Applicant of cited Document	Pages, Columns, Lines where Relevant Passages or Relevant Figures Appear
	1	7142666		2006-11-28	Bates et al.	

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	1	1246097	EP		2002-10-02	BRITISH TELECOMM		<input type="checkbox"/>

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1	Judge et al., Agent-enhanced workflow, BT Technologies Journal, Vol. 16 No.3, 1998.	<input type="checkbox"/>
2	Evenson et al., Effective Call Center Management: Evidence from Financial Services, The Wharton Financial Institutions Center, January 1999.	<input type="checkbox"/>
3	Eder, Johann et al. "Time Management in Workflow Systems." BIS'99 3rd International Conference on Business Information Systems (1999).	<input type="checkbox"/>

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